



COMPLIANCE CHECKLIST FOR EATING AND DRINKING ESTABLISHMENTS
BASED ON EXECUTIVE ORDER 2020-20, 2020-16, 2020-14,
DPHSS GUIDANCE MEMO 2020-07 and 2020-12

Name of Establishment: WENDY'S Company Name: QUICK SERVICE FOODS, INC
Location: LOT 2149 REM-4 TAMUNING

| Item No. | Criteria | Comments | In Compliance with Executive Order and Industry Guidance | |
|----------------------------------|--|--|--|-------------------------------------|
| General Requirements | | | | |
| 1 | Has a written policy and procedures for COVID-19 prevention and control measures prior to re-opening, which address the following: | UNABLE TO PROVIDE POLICY. NOT LISTED ON DPHSS WEBSITE. | Yes | <input checked="" type="radio"/> No |
| | a. Employee health, to include having a plan in place if someone is or becomes sick | | Yes | <input checked="" type="radio"/> No |
| | b. Cleaning/sanitizing procedures | | Yes | <input checked="" type="radio"/> No |
| | c. Social distancing and other protective measures | | Yes | <input checked="" type="radio"/> No |
| 2 | Operates at no more than the authorized occupancy rate | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 3 | Prohibits the use of high touch items such as food trays | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 4 | Prohibits the operation of salad bars, buffets, and/or self-service operations | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 5 | Follows the requirement of the Guam Food Code that also applies to COVID-19 mitigation: | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| | a. Prohibiting sick employees in the workplace | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| | b. Strict handwashing practices, to include when and how | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| | c. Strong procedures and practices to clean and sanitize surfaces | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| | d. PIC is on site and is a certified food manager | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Employee Health | | | | |
| 6 | Screens employees and patrons before entering the facility | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 7 | Possesses adequate supplies to support healthy hygienic behaviors | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 8 | Posted signage for employees and patrons on good hygiene and sanitation practices | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Cleaning and Disinfection | | | | |
| 9 | Has a cleaning and disinfection procedures and schedule in place for common areas, highly touch surfaces, and the entire establishment | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 10 | Possesses adequate cleaning and disinfection products and PPE to perform enhanced cleaning/disinfection | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 11 | Follows CDC's cleaning and disinfecting guidelines | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Ventilation | | | | |
| 12 | Maximizes fresh air through use of existing ventilation system | | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 13 | Minimizes air from fans blowing from one person directly at another individual | NA | Yes | No |



NEW CORONAVIRUS (COVID-19): FACTS

This Fact Sheet has been prepared based on information publicly available at this time from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

For more information about COVID-19, visit the
CDC website:

<https://www.cdc.gov/coronavirus/2019-ncov/summary.html>

or the WHO website:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



WHAT IS THE NEW CORONAVIRUS (COVID-19)?

- Coronaviruses are a large family of viruses that are common in people and many different species of animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between people such as with MERS-CoV, SARS-CoV, and now with this new Coronavirus virus (COVID-19).
- Early on, many patients in Wuhan, Hubei Province, China appeared to have some link to a large seafood and live animal market, suggesting animal-to-person spread. Later, a growing number of patients reportedly did not have exposure to animal markets, indicating person-to-person spread. Person-to-person spread was subsequently reported outside Hubei and in countries outside China, including in the U.S. Some international destinations now have community spread with the virus that causes COVID-19, as do some parts of the United States. Community spread means some people have been infected and it is not known how or where they became exposed.



HOW DO YOU GET COVID-19?

- COVID-19 is not believed to be transmitted via food. The virus spreads mainly from person-to-person.
 - Between people who are in close contact with one another (within about 6 feet)
 - Through respiratory droplets produced when an infected person coughs or sneezes
 - These droplets can land on hard surfaces or in the mouths or noses of people who are nearby or possibly be inhaled into the lungs
- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). **The best way to prevent illness is to avoid being exposed to this virus.**



CAN SOMEONE SPREAD THE VIRUS WITHOUT BEING SICK?

- People are thought to be most contagious when they are most symptomatic (the sickest).
- Some spread might be possible before people show symptoms; this is not thought to be the main way the virus spreads.



COMMON SYMPTOMS:

- Symptoms typically include:
 - Fever
 - Cough
 - Shortness of breath
 - Nasal congestion
 - Sore throat
- To receive a diagnosis, a person needs to see a physician who will collect a sample for analysis.



WHEN SYMPTOMS MAY APPEAR

- According to current guidance, it is believed that symptoms will appear within 2 to 14 days after exposure.



HOW CAN IT BE PREVENTED?

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus spreads mainly from person-to-person:
 - Between people who are in close contact with one another (within about 6 feet)
 - Through respiratory droplets produced when an infected person coughs or sneezes
 - These droplets can land on hard surfaces or in the mouths or noses of people who are nearby or possibly be inhaled into the lungs



THINGS YOU CAN DO TO HELP PROTECT YOURSELF

- **Follow applicable regulations and Wendy's Standard Procedures of not working while ill, good personal hygiene and clean the restaurant and high touch areas often**
- No one who is symptomatic should be allowed to work.
- Wash your hands frequently, as per our policy with soap and water for at least 20 seconds especially after blowing your nose, coughing, or sneezing.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people who are symptomatic.
- Put **distance between yourself and other people** if COVID-19 is spreading in your community.



THINGS YOU CAN DO TO HELP PROTECT OTHERS

- **Stay home if you are sick, except to get medical care.**
- **Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.**
- Throw used tissues in the trash.
- **Frequently wash your hands with soap and water for at least 20 seconds.**
- **Let your Manager know if you are experiencing any symptoms or have been in contact (within 6 feet) for > 30 minutes with any person(s) who has been tested for and diagnosed with COVID-19**
- **For all Company locations, you must follow the Restaurant Level COVID-19 Level 1 Protocols**



CLEAN AND DISINFECT

- **Follow Wendy's procedures and keep all surfaces clean AND sanitized daily.** Pay close attention to "high touch" areas like tables, doorknobs, light switches, countertops, Freestyle Machines, kiosks, faucets, and sinks.



NEW CORONAVIRUS (COVID -19): PLAN OF ACTION - RESTAURANT LEVEL



If an employee has a possible case of COVID-19, the manager will probably get the news from one of these sources:

- The Health Department;
- The employee or family member.

IF THIS OCCURS, THE MANAGER SHOULD IMPLEMENT THE FOLLOWING PLAN:

1. Contact your Franchise or Company Office

Once a case of COVID-19 is reported, a manager should **immediately** contact the Franchise or Company office to determine the course of action. If after business hours, immediately contact your supervisor. **The employee with a possible or confirmed case should be removed from work immediately to prevent the spread of the illness.** Consult your Human Resources representative to confirm applicable policies and pay implications.

2. Notify Wendy's Communications Team

Contact mediarelations@wendys.com to report that an employee or customer is suspected or has been confirmed to have the virus. **Employee and / or customer personal information should not be included in your email.**

3. Confirm the diagnosis

It is recommended that the manager confirm the diagnosis with the employee and, if possible, their physician. You should follow your existing policies regarding requesting medical documentation for the absence and return to work.

4. Follow-Up

If a crew member notifies you that he/ she is experiencing any symptoms, or has been in contact (within 6 feet) for > 30 minutes with any person(s) who has been tested for and diagnosed with COVID-19, you should exclude them from work and ask them to contact their medical provider and inform them that they are a "close contact" of a COVID-19 case. The medical provider is likely to provide them guidance on the steps to take. You must comply with all applicable laws and regulations before permitting the employee to return to work. For Company operators, you must follow the Restaurant Level COVID-19 Protocols – Level 2 once you have a confirmed case.

If a crew member has a confirmed diagnosis of COVID-19, you also may expect a planned or unplanned inspection from your local Health Agency. If possible, it is advisable to proactively assess your restaurant's cleanliness and compliance and address any issues as appropriate before an inspection. This may include reinforcing appropriate procedures and policies with your employees. Follow existing procedures to notify your organization's leadership as appropriate.

Next steps:

1. Consult with leadership, HR and legal counsel as appropriate to assess risk and develop response and communication plan. You should make sure you understand any privacy laws that apply in this circumstance and seek advice from your human resources department or legal counsel if necessary. It is generally advisable to avoid sharing any personal information with other employees (ex. name of the individual). You may also want to consider encouraging the team to raise questions or concerns with appropriate personnel within your organization and to avoid gossip or speculation about the matter out of respect for the individual(s) involved.

We encourage you to use facts and information available on the CDC and WHO sites to reassure the team, address concerns, and correct misunderstandings. For example, it may be helpful to remind all that COVID-19 is typically spread from person-to-person transmission, is not a foodborne illness, and that the steps being taken – as well as existing procedures – are consistent with the CDC guidance. You may also take the opportunity to go over any relevant policies, and to reinforce operational procedures.

It may also be appropriate to remind your team that the situation is fluid and assure them that you are prepared to take additional measures as health authorities assess the situation at the local level and provide additional guidance.

2. Continue to monitor crew and exclude anyone with symptoms as per our "no work while sick" policy.



3. If you get notification that a customer that was at the restaurant was confirmed as positive for COVID-19, do an enhanced cleaning in the restaurant as soon as possible. **Pay special attention to all high touch points in the restaurant.** Click [here](#) to reference the Deep Cleaning Hotsheet.

5. Calls from Media / Social Media

Only a designated spokesperson for the Company or Franchise organization should talk to the media. If any media person calls or comes to the restaurant, direct them to mediarelations@wendys.com or 614-760-2079.

It is possible that you may see some social media comments about this situation; Wendy's Media Relations Team will be monitoring social media activity.

6. Document all information

Managers should follow your organization's applicable policies and procedures for documenting and managing the situation.

7. Prevent the spread of infection

Review the Food Safety section in the Operations Standards Manual. Ensure the following procedures are being closely followed:

- No one who is symptomatic should be allowed to work
- Maintain all hand-sinks: stock with soap / paper towels and keep unblocked
- All employees **must participate in the mandatory handwashing training WeLearn course** on how and when to [wash hands](#)
- All employees must **wash hands** as per our policy with soap and water for at least 20 seconds especially after blowing your nose, coughing, or sneezing.
- Encourage employees to **avoid touching your eyes, nose, and mouth.**
- Ensure cleanliness and sanitation of all areas
- Ensure that "high touch" areas are cleaned consistent with the "Deep Cleaning & Disinfection Considerations" [Hotsheet](#)

NOTE: Your local Health Department may impose specific requirements or make recommendations that you will want to comply with before serving customers. In some circumstances, it may be prudent for you to take additional measures, which may include closing the restaurant for a period of time and / or hiring a third party to conduct additional cleaning services, for example. We expect that in most circumstances any closure or remediation plan will be discussed and agreed upon between Wendy's and the applicable franchisee, considering direction from the Health Department. However, Wendy's reserves the right to require full or partial closure and / or other specific remedial action as it may deem necessary and appropriate, consistent with its rights and obligations in the applicable Unit Franchise Agreement. Remember, this is a fluid situation, and our approach may need to evolve. We appreciate your partnership in ensuring that the health and safety of our customers and team members and the confidence in our Brand are our top priorities.

DISCLAIMER:

These materials are confidential and intended for use only by Wendy's employees and franchisees. Franchisees are solely responsible for making their own hiring, firing and disciplinary decisions, and managing their day-to-day employment process and procedures independent of Wendy's and in compliance with all applicable laws, rules, or regulations. If applicable laws, rules, or regulations.



SOCIAL DISTANCING HOTSHEET

As of 4/8/20

BACK OF HOUSE / POSITIONING & DINING ROOM CONSIDERATIONS

These Protocols and related processes have been updated as of April 8, 2020, including as necessary to incorporate updated guidance provided by the Centers for Disease Control and Prevention and other public health officials.



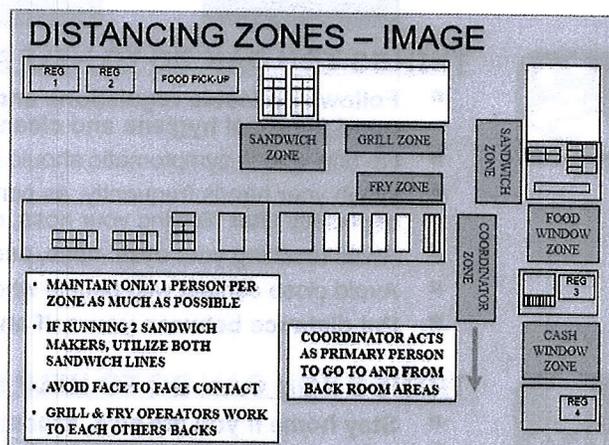
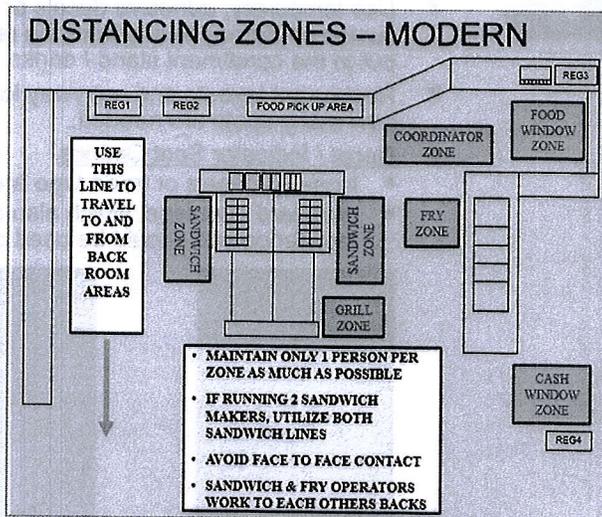
SOCIAL DISTANCING

- During this challenging time, it's important to do all we can to help protect our teams and our customers to prevent illness and exposure to the COVID-19 coronavirus.
- Avoiding close contact with others and practicing good social distancing is an important recommendation from CDC and public health officials and is increasingly becoming part of requirements from state and local government officials for businesses continuing to operate during this time. Make sure you understand any requirements for social distancing in your area.
- For additional information on coronavirus, refer to the [COVID-19 Fact Sheet](#) available on [WeConnect](#).



RECOMMENDED POSITIONING CONSIDERATIONS

- As much as and whenever possible, position team members to perform their responsibilities while maintaining at least 6 feet of distance from others.
- **Think of the kitchen area as ZONES.**
 - Explain to team members that this does not mean that they cannot walk past others or leave their zones at all. Infrequent and brief interactions are generally not viewed by CDC and other public health officials as cause for concern, particularly as teams remain diligent ensuring employees wash their hands and are not working while sick.
 - Focus should be on avoiding face to face contact within 6 feet and avoiding positioning that requires employees to work within 6 feet of others for long periods of time.
 - Ops Leaders should assist with restocking so employees can stay in position.
 - Just like announcing "hot chili", communicate with those around you. Say things like "Right behind you" **or** "Sliding by" **or** "Reaching for the xxx" **or** "Moving to carryout" so that others can adjust their positioning to maintain distance.
- Use TTM, not Huddles, to communicate goals.
- Ensure only 1 person at a time is in confined spaces, such as manager's office, walk-in cooler, etc.
- Make sure employees are frequently washing hands, avoid touching eyes, nose and mouth with unwashed hands, use the inside of the elbow to sneeze, and clean high frequency touchpoints.
- Use alcohol swabs to clean headsets prior to use and between users. Use headsets to communicate with others as possible.
- **NOTE: PUW Register Payment**
 - When collecting payment, extend a designated 1/3-sized 4" deep plastic pan toward the customer and ask them to place payment in the pan.
 - Use the designated pan to return credit card or change due (and receipt) to the customer.
 - Ops Leader uses the "stir chili" timer to ensure the designated pan is washed, rinsed and sanitized every 15 minutes (or when a new employee assumes position), rotating in a new designated pan.





SOCIAL DISTANCING HOTSHEET

As of 4/8/20

- **NOTE: Front Register Payment (Non-PUW Sites)**
 - When collecting cash payment, extend a designated serving tray toward the customer and ask them to place cash payment on the tray.
 - Use the designated serving tray to return change due (along with receipt) to the customer.
 - Ops Leader uses the "stir chill" timer to ensure the designated tray is washed, rinsed and sanitized every 15 minutes (or when a new employee assumes position), rotating in a new designated tray.



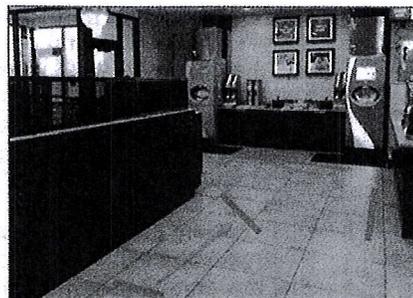
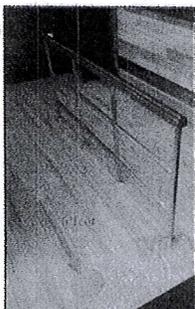
RECOGNITION AND CELEBRATIONS

- Rewards, recognition and celebrations are a big part of the Wendy's culture. Our operators, managers and team members continue to do **GREAT** things to take care of our customers and each other. Please continue recognizing the terrific accomplishments that are occurring every day. However, we must remain mindful of the importance of social distancing. With that in mind, **group pictures should not be taken. Individual pictures in which distancing and proper handwashing occurs are still a good way to recognize someone.**



RECOMMENDED DINING ROOM CONSIDERATIONS (NON-PUW SITES)

- Print and post the new social distancing signage at or near all entryway doors.
- Use temporary, adhesive decals or tape to place indicator marks ("X" or "spots") every 6 feet in the customer journey to and from the restrooms, through the order queue line to the front counter, and out to the condiment stand / drinks.
- Restaurant layouts and entryway locations vary, so use discretion based on your peak business as to how many spots are needed.
- Decal / Indicator Spot Options
 - Non-slip decals or tread tape are ideal and various options may be available at hardware stores.
 - Standard duct tape, which also comes in different colors, is also an option but has less slip resistance and should be used only in small amounts (smaller than average foot size).



THINGS YOU CAN DO TO HELP PROTECT YOURSELF

- **Follow applicable regulations and Wendy's Standard Procedures of not working while ill, good personal hygiene and clean the restaurant and high touch areas often.**
- No one who is symptomatic should be allowed to work.
- Wash your hands frequently, as per our policy with soap and water for at least 20 seconds especially after blowing your nose, coughing, or sneezing.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people who are symptomatic.
- Put **distance between yourself and other people** if COVID-19 is spreading in your community



THINGS YOU CAN DO TO HELP PROTECT OTHERS

- **Stay home if you are sick, except to get medical care.**
- **Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash.**
- **Frequently wash your hands with soap and water for at least 20 seconds**

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COMPANY RESTAURANT LEVEL COVID-19 PROTOCOLS

As of 7/27/20

| LEVEL 1 | LEVEL 2 | LEVEL 3 |
|--|----------------------------|---|
| No confirmed cases of COVID-19; managing high alert in community | Confirmed case of COVID-19 | Escalated community alert or multiple confirmed cases in restaurant (simultaneous or consecutive) |

COMPANY RESTAURANTS ONLY - LEVEL 1 PROTOCOLS: NO CONFIRMED CASE, HIGH ALERT

These Protocols and related processes have been updated as of July 27, 2020, including as necessary to incorporate updated guidance provided by the Centers for Disease Control and Prevention and other public health officials.

Compliance:

- Ensure understanding and compliance with state and local requirements related to COVID-19, in addition to Level 1 Protocols.
 - NOTE: Includes any state and local requirements for customers, such as signage and masks.

Employees:

- Individual TTM or Shift Huddles:
 - On daily basis, reinforce with all employees the need to report illnesses, stay home if sick, practice good handwashing and hygiene, and ensure all are doing their part to keep team and restaurant safe;
 - Communicate to employees details of Company's New Emergency Paid Sick Leave Policy;
 - Review and explain new poster and pre-shift procedures
- Post Employee Notice on all exterior entrance doors used by employees
 - NOTE: Add restaurant phone number to notice before posting
- All crew members required to sign a COVID-19 Acknowledgement.
- All managers required to sign a COVID-19 Acknowledgement for Managers.
- District Managers will audit and confirm all employees have signed applicable acknowledgment.
- Ops Leader should complete Pre-Shift Questionnaire with EVERY employee BEFORE beginning their shift. This includes managers coming in for next shift.
 - NOTE: Pre-shift questionnaire should be completed with each employee individually and with care for the confidential and sensitive nature of the discussion.
 - **Non-Restaurant Employees:** Ops Leader should also complete the Pre-Shift Questionnaire with any other *Company employee* (ex. Maintenance Tech, District Manager) BEFORE permitting entrance to the restaurant.
 - **Vendors/Suppliers:** Ops Leaders should NOT complete the questionnaire with non-employees. However, if an Ops Leader observes any Vendor/Suppliers representative exhibiting COVID-19 symptoms, the Ops Leader should contact their DM for further guidance.



- Ops Leader should document completion of Pre-Shift Questionnaire with every employee by initialing next to the employee's name on the applicable day on a copy of the schedule.
Managers are to retain copies of these schedules in a Confidential folder until further notice.
- Ops Leader is also be required to approve all clock-in actions by employees. This includes clock-in of other managers coming on shift (managers should not approve their own clock-in).
- The District Manager should review the Pre-Shift Questionnaire with the Opening Manager the evening prior. The District Manager should end the call with instructions that if something changes between the time of the conversation and the morning shift, the Manager **MUST** call the District Manager back.
- Ops Leader should only permit employees answering all questions in the **NEGATIVE** to clock in and work.
- Ops Leader / Managers **MAY NOT** clock in and work unless they answer all questions in the **NEGATIVE**.
- If employee calls off sick, Ops Leader / Manager should ask employee if in last 14 days he / she:
 - Has received a positive COVID-19 diagnosis?
 - Has been experiencing signs or symptoms consistent with COVID-19? This includes cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, sore throat, OR new loss of taste or smell? (NOTE: Remind employees not to “self-diagnose”; if they have experienced ANY of these symptoms, they should not assume they are related to any particular allergy or illness and should inform you if they experienced any of these symptoms)
 - Has been in close contact (**within 6 feet**) for **> 15 minutes** with a person with **CONFIRMED** COVID-19 during the “relevant period?” According to public health official guidance, the relevant period is generally believed to be 48 hours before the person with **CONFIRMED** COVID-19 developed symptoms and until such individual is no longer symptomatic and under isolation.
- Ops Leader should immediately send any employee home who develops ANY COVID-19 symptom during their shift (cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, sore throat, OR new loss of taste or smell).
- Thoroughly clean and disinfect the employee's workstation immediately; refer to [Deep Cleaning Hotsheet](#) for specifics.
- Confirm 100% employee completion of handwashing and personal hygiene course in WeLearn.
- Confirm 100% employee completion of facial covering/mask course in WeLearn.
- Promptly address any handwashing or hygiene issues with employees.



Cleaning / PPE

- Restaurant should be following Deep Cleaning Protocols at close as well as throughout the day
- Restaurant employees should be wearing approved gloves and face coverings / masks unless exceptions apply
- Restaurant should ensure it has their standard supply of the following critical cleaning / PPE items, paying close attention to orders to ensure items are always on hand:
 - Triple Play
 - White Towels
 - Blue Towels
 - Paper Towels
 - Hand Soap
 - Restroom Cleaner
 - Glass Cleaner
 - Disposable Masks
- Restaurants should ensure they have installed hand sanitizer stations per guidelines and local / state requirements, where applicable, and have adequate supply of refills
- Ensure all headsets are being cleaned with alcohol wipes after each use (before switching users)
- Maintain all hand sinks: stock with soap / paper towels and always keep clean and accessible
- All employees must wash hands as per our policy with soap and water for at least 20 seconds especially after blowing their nose, coughing, or sneezing
- Encourage employees to avoid touching eyes, nose, and mouth with unwashed hands

Social Distancing

- Restaurant staffing and positioning of employees within the restaurant should be managed in accordance with CDC and WHO guidance to maintain social distancing of at least 6 feet between employees
- Refer to the Social Distancing Hotsheet for information and suggestions on positioning employees as well as ideas to help manage customer distance in the lobby for carryout ordering
- Ensure social distancing kit elements (signage and floor decals) are in place and in good condition
- If dining rooms are open, ensure dining room is set up to comply with social distancing requirements and any occupancy restrictions



COMPANY RESTAURANT LEVEL COVID-19 PROTOCOLS

As of 7/27/20

| LEVEL 1 | LEVEL 2 | LEVEL 3 |
|--|----------------------------|---|
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COMPANY RESTAURANTS ONLY - LEVEL 2 PROTOCOLS: CONFIRMED CASE OF COVID-19

LEVEL 2 PROTOCOLS: COMPLETE ALL OF THE ITEMS FROM LEVEL 1, WITH THE ADDITION OF THE FOLLOWING:

Notifications:

- Notify HR Business Partner and DAO / DM of confirmed case
- Notify local health department (if health department is not source of information)
- HR / Legal will gather work schedules and notify other restaurant employees as appropriate following employee notification guidance protocol

Compliance:

- Follow any additional requirements or guidance from Health Department based on confirmed case.

Employees:

- DM conduct follow up visit to validate deep cleaning procedures, pre-shift screening/log, use of signage and decals for customer social distancing, use of masks/gloves consistent with guidelines, handwashing and mask training completion, and employee acknowledgment completion
- DM will require retraining or certification of safety & security courses and procedures for employees as appropriate; take disciplinary action as necessary and appropriate



COMPANY RESTAURANT LEVEL COVID-19 PROTOCOLS

As of 7/27/20

| <u>LEVEL 1</u> | <u>LEVEL 2</u> | <u>LEVEL 3</u> |
|--|----------------------------|---|
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COMPANY RESTAURANTS ONLY - LEVEL 3 PROTOCOLS: ESCALATED ALERT OR MULTIPLE CONFIRMED CASES OF COVID-19

In the event a location has multiple confirmed cases (simultaneous or consecutive) or an escalated community alert, it may warrant additional actions (in addition to those for Levels 1 & 2), such as additional cleaning measures, cleaning conducted by third party, additional training, or closure of a location or dining room, and that decisions for Level 3 response will be made in consultation with Ops, HR and Legal leadership.



COVID-19 PRE-SHIFT SCREENING QUESTIONS AND GUIDANCE - COMPANY ONLY

This Questionnaire and related process has been updated as of April 6, 2020, including as necessary to incorporate updated guidance provided by the Centers for Disease Control and Prevention and other public health officials.



QUESTIONS & PROTOCOL

- Before entering the restaurant, employees will be prompted to stop at the door and review the questions on the door sign. If an employee answers “Yes” to any of the questions, they are instructed NOT to enter and to call the restaurant phone number to speak to the manager on duty. PLEASE MAKE SURE YOU ARE ANSWERING THE PHONE IN THE RESTAURANT TO RECEIVE THIS IMPORTANT INFORMATION FROM EMPLOYEES.
- Effective April 7, 2020, all crew members will be required to sign a COVID-19 Acknowledgement. Managers will be required to sign a COVID-19 Acknowledgment for Managers.
 - District Managers will be responsible for auditing and ensuring all restaurant employees have signed the applicable acknowledgment by April 15, 2020.
- In addition, all Company restaurants must implement employee pre-shift screenings and prohibit any employee from entering the restaurant if they meet certain criteria. Managers must ask all employees the questions below prior to their shift. If the employee answers “yes” to ANY of the questions, the manager must immediately send the employee home, advise the employee about Wendy’s Emergency Paid Sick Leave Policy, and contact HR.
- NOTE: In some jurisdictions, the pre-shift screening may need to be modified to comply with state or local requirements. Please contact HR if you have questions or believe additional screening may be required in your area.

1. Have you received a positive COVID-19 diagnosis?

Yes No

If yes, when?

2. Have you been experiencing ANY of the following symptoms: cough, fever, shortness of breath, or sore throat? (NOTE: Remind employees not to “self-diagnose”; if they have experienced any of these symptoms, they should not assume they are related to any particular allergy or illness and should inform you if they experienced any of these symptoms)

Yes No

3. Have you been in close contact (within 6 feet) for > 15 minutes with a person with CONFIRMED COVID-19 during the “relevant period”? According to public health official guidance, the relevant period is generally believed to be 48 hours before the person with CONFIRMED COVID-19 developed symptoms and until such individual is no longer symptomatic and under isolation.

Yes No

If yes, when and where?



- **Manager to observe for ANY signs of symptoms associated with COVID-19 (cough, fever, sore throat or shortness of breath) while screening and during the shift. Focus should be on these specific symptoms and neither the Manager nor Employee should assume symptoms are due to allergies or otherwise self-diagnose. Manager MUST immediately send any employee home who is presenting symptoms and inform them of the Emergency Paid Leave Policy, then immediately contact HR.**
- **NOTE: If the employee has entered the restaurant, the manager on duty should make sure a deep cleaning is conducted of the employee's work area**

COVID-19 PRE-SHIFT SCREENING PROCESS & NEXT STEPS – COMPANY ONLY



PROCESS & NEXT STEPS

1. Employees are to stop at the door and read the questions on the Door Sign. This includes managers.
 - a. If they answer 'Yes' to any of the questions, they are instructed to not enter the restaurant and call the restaurant to speak to the manager on duty. Please make sure you are answering the phone to receive this important information from employees. The manager must discuss with the employee and, if the employee meets one of the criteria:
 - i. Inform the employee of Wendy's Emergency Paid Sick Leave Policy;
 - ii. Send the employee home immediately; and
 - iii. Contact HR
 - b. If the employee answers 'No' to all of the questions on the door poster, they may enter.
2. Before their shift begins, employees must individually meet with the Ops Leader on duty who will ask them the questions on the Pre-Shift Screening Questionnaire. Questions should be completed with care for the confidential and sensitive nature of the discussion. If the employee answers 'Yes' to any of the questions, or if the Ops Leader observes any of the COVID-19 symptoms, the Ops Leader must:
 - a. Inform the employee of Wendy's Emergency Paid Sick Leave Policy;
 - b. Send the employee home immediately; and
 - c. Contact HR
3. If the employee answers 'No' to all the questions and the Ops Leader does not observe any of the COVID-19 symptoms, the Ops Leader **will initial next to that employee's name on a copy of the schedule to indicate that they passed the pre-shift screening**, and the employee may start their shift. **Managers are to retain these copies of schedules in a Confidential folder until further notice.**
4. **Effective April 9, 2020, the Ops Leader will also be required to approve all clock-in actions by employees. This includes clock-in of other managers coming on shift (managers should not approve their own clock-in).**
5. NOTE: Consistent with Restaurant Level COVID-19 Protocols, DMs should verbally review the Pre-Shift Questionnaire with the manager who will be the Opening Manager the evening prior to open. DM should end the call with instructions that if something changes between the time of the conversation and the morning shift, the Manager MUST call DM back ASAP (and BEFORE entering the restaurant).



How long must an employee who meets one of the criteria and is sent home remain off work?

If an employee answers 'Yes' to question 1 (employee confirmed to have COVID-19) or is subsequently confirmed to have COVID-19, they are to remain off work for at least 14 days and until they are symptom free and have been cleared to return to work by their health care provider. They will need to provide documentation consistent with the Company's applicable policies, including the EPSL policy if applicable.

If an employee answers 'Yes' to question 2 (employee confirmed to have one or more symptoms), and if the person is NOT subsequently confirmed to have COVID-19, the employee can return to work when the employee is symptom free and released to return to work by their health care provider.

If an employee answers 'Yes' to question 3 (employee in close contact with CONFIRMED COVID-19 person), they are to remain off work for *14 days from the date the employee was last in close contact with the individual with CONFIRMED COVID-19.* To illustrate, if an employee indicates he/she was last in close contact with an individual diagnosed with COVID-19 7 days ago, he/she can return to work in 7 days (a total of 14 days from the potential exposure) so long as he/she is symptom free.

NOTE: In the event the Company instructs an employee who does not have COVID-19 symptoms not to come to work due to potential exposure concerns in the restaurant, such employee will generally be instructed that they can return to work after 7 days of the last date of potential exposure concerns in the restaurant, so long as the employee does not exhibit any COVID-19 symptoms in that time.

What documentation will we require for an employee to return to work?

If an employee answers 'Yes' to questions 1-3 regarding their own illness or exposure to someone known to be diagnosed with COVID-19, we will require documentation consistent with the Company's applicable policies, including EPSL policy.

Will the employee qualify for leave under the Emergency Paid Sick Leave ("EPSL") policy?

Most likely. A situation in which an hourly employee is sent home for meeting one of the above criteria likely fall under the definition of one of the Covered Events as defined in the Policy (COVID-19 Testing, COVID-19 Diagnosis, COVID-19 Quarantine). Please inform the employee about the Policy and note that they will need to provide sufficient information to support the need for leave, as described in the Policy, and the leave will be subject to the terms of the policy. Employees requesting EPSL will be required to submit supporting documentation to Benefits@Wendys.com within 21 calendar days of their leave start date.



LEVEL 2 - CONFIRMED CASE (CREW MEMBER CONFIRMED): EMPLOYEE NOTIFICATIONS GUIDANCE - HR TEAM (COMPANY ONLY)

These Protocols and Script have been updated as of April 6, 2020, including as necessary to incorporate updated guidance provided by the Centers for Disease Control and Prevention and other public health officials.



PROTOCOL & SCRIPT

- When you receive notification of a COVID-19 confirmed case involving a CREW MEMBER, you should make sure to confirm WHEN the employee first experienced symptoms and then calculate back for 48 hours (e.g. 2 working days). Per CDC guidance, an individual may be contagious for 48 hours prior to exhibiting symptoms.
 - NOTE: It is critical that employees are not permitted to work if exhibiting COVID-19. Pre-shift Questionnaire Process should be followed consistently.
- Confirm all positions worked by the employee during their shifts. Confirm if employee may have had regular/frequent interaction with any other position/employee. Evaluate circumstances to consider if there are any potential exposure concerns with other employee/s. If so, follow CONFIRMED CASE – MANAGER Script.
- Pull work schedule that goes back to 2 days prior to when employee began experiencing symptoms and any days the employee worked with symptoms (should be NONE).
- HR Representative to contact (by phone) all employees who worked more than 1 hour with the confirmed employee over the last 2 days prior to experiencing symptoms and any days the employee worked with symptoms (should be NONE). Goal: contact all employees within 24 hours.
- HR Representative follows script:
 - Hello [Employee Name]. My name is [HR Rep Name] and I am an HR representative at Wendy's. I am calling to share some important news with you. Do you have a few minutes to talk?
 - Unfortunately, I am calling to inform you that we have recently been notified that a Wendy's employee at [STORE #] has tested positive with COVID-19
 - ALTERNATIVE: I am calling to inform you that we have been notified that a Wendy's employee at [STORE #] is suspected of having COVID-19
 - I am unable to share the specifics of the employee involved; however, I do need to inform you that the employee has worked one or more shifts with you during the time period public health guidance suggests the individual may have been contagious, even if not exhibiting symptoms.
 - [IF TRUE: At this time, we are not aware of any other employees having been diagnosed.]
 - [IF TRUE (Should be, but confirm before making this representation) I want to assure you that the Restaurant Management team has instituted Deep Cleaning procedures to make sure the restaurant environment is consistent with CDC and other public health official guidance]
 - I also want to share that CDC guidance indicates that this virus is believed to be spread through person to person who are in close contact, which would generally mean face to face interactions within 6 feet and for 15 minutes or more.
 - I know this news may be upsetting. Do you have any questions or concerns?
 - In the interest of continuing to keep all restaurant team members safe, do you mind telling me if you are feeling OK? **Are you experiencing ANY of the following symptoms:** cough, fever, shortness of breath, or sore throat?
 - If yes. I'm sorry to hear that. When are you scheduled to work next? Under the circumstances, I am going to need to instruct you not to come to work. I will make sure your General Manager knows. I also want to strongly encourage you to seek medical attention, and make sure to tell your health care provider about



this and ask for a COVID-19 test. [For Hourly Employees: I also want to make sure you that you know about the Company's Emergency Paid Sick Policy, under which you would be eligible to receive emergency sick pay. For Exempt Employees in Restaurant: A reminder that you have sick time available under the Company's Paid Time Off Policy and also may have other paid or unpaid leave available under the FMLA Policy and/or Short Term Disability Leave Plan, if eligible and appropriate.] I'd like to send you a copy of applicable policies so you know what is covered and how to submit a claim. Do you have an email address where I can send you some information?

- If no. I'm glad to hear that. We look forward to seeing you soon. When do you work next? If something changes before then, please contact your manager. Your manager will relay the information to me as necessary. I would encourage you to continue to self-monitor for symptoms.
- Do you have any questions or concerns we should discuss at this time?



LEVEL 2 - CONFIRMED CASE (MANAGER CONFIRMED): EMPLOYEE NOTIFICATIONS GUIDANCE - HR TEAM (COMPANY ONLY)



PROTOCOL & SCRIPT

- When you receive notification of a COVID-19 confirmed case involving a MANAGER (shift, AGM, GM), you should make sure to confirm WHEN the employee first experienced symptoms and then calculate back for 48 hours (e.g. 2 working days). Per CDC guidance, an individual may be contagious for 48 hours prior to exhibiting symptoms.
 - NOTE: It is critical that employees are not permitted to work if exhibiting COVID-19. Pre-shift Questionnaire Process should be followed consistently.
- Pull work schedule that goes back to 2 days prior to when employee began experiencing symptoms and any days the employee worked with symptoms (should be NONE).
- Confirm positions worked by the employee during their shifts.
 - NOTE: For purpose of this process and based on our current understanding of public health guidance, we would assume managers are more likely to be engaged in regular/frequent interaction with other position/employees and that this creates higher risk of potential exposure to other employees on shift. In the event a manager was not working as an Ops Leader for all or a significant portion of a given shift, Script for Crew Confirmed Case may be appropriate.
- HR Representative to contact (by phone) all employees who worked more than 1 hour with the confirmed employee over the last 2 days prior to experiencing symptoms and any days the employee worked with symptoms (should be NONE). Goal: contact all employees within 24 hours.
- HR Representative follows script:
 - Hello [Employee Name]. My name is [HR Rep Name] and I am an HR representative at Wendy's. I am calling to share some important news with you. Do you have a few minutes to talk?
 - Unfortunately, I am calling to inform you that we have recently been notified that a Wendy's employee at [STORE #] has tested positive with COVID-19
 - ALTERNATIVE: I am calling to inform you that we have been notified that a Wendy's employee at [STORE #] is suspected of having COVID-19
 - I am unable to share the specifics of the employee involved; however, I do need to inform you that the employee has worked one or more shifts with you during the time period public health guidance suggests the individual may have been contagious, even if not exhibiting symptoms.
 - [IF TRUE: At this time, we are not aware of any other employees having been diagnosed.]
 - [IF TRUE (Should be, but confirm before making this representation) I want to assure you that the Restaurant Management team has instituted Deep Cleaning procedures to make sure the restaurant environment is consistent with CDC and other public health official guidance]
 - I also want to share that CDC guidance indicates that this virus is believed to be spread through person to person who are in close contact, which would generally mean face to face interactions within 6 feet and for 15 minutes or more.
 - At this point, we do not believe you came in close contact with this employee as that term is generally defined and understood. However, we believe you may have had regular interactions with the employee, such that, in an abundance of caution, we are going to instruct you not to come to work. At this time, we're going to ask you to stay home for 7 days. After 7 days, assuming at that time you have not developed COVID-19 symptoms or been confirmed to have COVID-19, you may return to work.
 - I know this news may be upsetting. Do you have any questions or concerns?



- In the interest of continuing to keep all restaurant team members safe, do you mind telling me if you are feeling OK? **Are you experiencing ANY of the following symptoms:** cough, fever, shortness of breath, or sore throat?
 - **If yes.** I'm sorry to hear that. When are you scheduled to work next? I will make sure your General Manager knows. I also want to strongly encourage you to seek medical attention, and make sure to tell your health care provider about this and ask for a COVID-19 test. [For Hourly Employees: I also want to make sure that you know about the Company's Emergency Paid Sick Policy, under which you would be eligible to receive emergency sick pay. For Exempt Employees in Restaurant: A reminder that you have sick time available under the Company's Paid Time Off Policy and also may have other paid or unpaid leave available under the FMLA Policy and/or Short Term Disability Leave Plan, if eligible and appropriate.] I'd like to send you a copy of applicable policies so you know what is covered and how to submit a claim. Do you have an email address where I can send you some information?
 - **If no.** I'm glad to hear that. I would encourage you to continue to self-monitor for symptoms. If you start to experience those symptoms, please contact your manager. Your manager will relay the information to me as necessary.
- Do you have any questions or concerns we should discuss at this time?

